

POhWER
advocacy, making your voice heard



London Independent Health Complaints Advocacy Service (IHCAS)





Do you want to complain about the NHS?



Would you like support to make that complaint? POhWER can help.



We can also help you make a complaint on behalf of someone else.

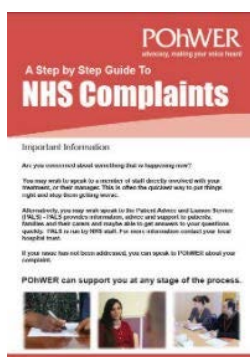


POhWER can help you complain for someone else, even if that person has died.

You can use this service if you are:



We can help answer any questions about the complaints process.



We can provide you with a 'Step by step' guide to the complaints process.



And if we cannot help, we can signpost you to an organisation that can help you.

Independent Health Complaints Advocacy can not:



Help you complain after 12 months
since you first knew about the issue.



Investigate a complaint.



Give legal advice.



Give medical advice.

Independent Health Complaints Advocacy in London



You can use this service if you live in any of the 20 London Boroughs listed below and on the next pages.



Barking and Dagenham



Barnet



Brent



Camden

Independent Health Complaints Advocacy in London



Ealing



Enfield



Greenwich



Hackney



Hammersmith and Fulham

Independent Health Complaints Advocacy in London



Haringey



Hillingdon



Kensington and Chelsea



Kingston Upon Thames



Lambeth



MERTON COUNCIL

Merton

Independent Health Complaints Advocacy in London

London Borough of
Redbridge



Redbridge



Southwark



Tower Hamlets



Wandsworth



City of Westminster

Westminster

Independent Health Complaints Advocacy:

£0

Does not cost anything



Is separate from the NHS

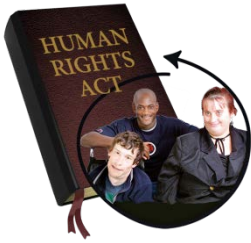


Will not share your information with anyone else without your consent



Will safeguard your information

BIG words



Advocacy

This is about understanding your rights and choices.



Advocate

An advocate can help you get your voice heard.

Contact us



Telephone 0203 553 5960 (charged at local rate)



Minicom 0300 456 2364



Text the word pohwer with your name and number to 81025



Email pohwer@pohwer.net



**Skype pohwer.advocacy
Open 8am - 6pm Monday to Friday**



Fax 0300 456 2365



**Write to POhWER, PO Box 14043, Birmingham,
B6 9BL**



**For more information visit our website at
www.pohwer.net**

Access to Information



- We provide leaflets and information in a variety of languages and formats, Easy Read, audio and DVDs



- We have access to translation and interpreting services



- We use communication toolkits, Makaton and other signing techniques

